

FRAMEWORK FOR E-SERVICE MANAGEMENT

ABSTRACT OF THE DISCLOSURE

5 An eService management framework is described that ensures quality of eService based on both the knowledge about the business process model of an e-service and the knowledge about the infrastructure that supports the e-service. In this framework, multiple local service management systems are deployed, each of which manages a part of the infrastructure to ensure the performance of a local system and then reports 10 corresponding performance status of each local system to a dispatcher. Based on the performance status information routed through the dispatcher stored in the global data repository by the local service management systems, a global eService management ensures the quality of the eService by managing the infrastructure based on the business process model of the eService.

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